

**Call Center Enrollment Assistance
RFB #S-0215 DHCAA-16
Questions and Answers**

Question Number	RFB Section Reference	RFB Page Number	Question	Answer
1.	General	N/A	<p>On October 16th Federal regulation will commence related to call centers. FCC regulation states that no auto dialing/predictive dialing systems can be used for cell phones/wireless communication. All such calls must dialed/made by hand.</p> <p>Questions 1 - 3 center around regulatory compliance and consent to contact mobile phones versus landlines.</p> <p>Are these calls going to be made to all landlines or a blend of landlines and cell phones? What percentage of the call lists/client lists are cell phones? Are the State of Wisconsin's efforts for call center enrollment (via its vendor) exempt from this regulation?</p>	Yes, the calls will be made to a blend of landlines and cell phones depending on the member's/individual's preference.
2.	General	N/A	With respect to Q1 above, if a blend, will contractor be able to dial the cells predictively (do they have permission from the customers)? Or will contractor have carte blanche because these calls are made on behalf of the State?	The contractor will have the operational authority to make the calls on behalf of the State.

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3.	General	N/A	<p>Prior to being able to create a competitive economic model and to ensure compliance with federal regulations, we need to understand the following:</p> <p>a. Average after call work required per contact; b. Contact rate (right party); c. % of landlines versus cell phones; and, d. Does the State have written express consent from their customers for these calls? On all accounts or what percentage?</p>	<p>The Department does not have the statistics available for a., b., and c. The bidder should use prior experience to estimate. The Department did provide the assumption that 10% of the members/individuals would not result in a contact being made on any attempt. The State has the operational authority to contact all members and individuals.</p>
4.	General	N/A	<p>What types of educational activities have already been performed in Wisconsin to promote an understanding of the ACA?</p>	<p>The Department has been meeting with various stakeholders since the law was passed in 2010 to educate people on the ACA.</p>
5.	General	N/A	<p>Will bidders be evaluated on price per minute or total bid price?</p>	<p>As noted in Section 3.0 Bid Cost Submittal Worksheet:</p> <p>Cost per Minute (CPM) will be the official Bid Price for this RFB and must include all costs associated with performance of contract requirements and fulfillment of contract deliverables. The Total Bid Price Box represents the calculated bid amount for this RFB.</p>
6.	General	N/A	<p>How will scoring be affected by differences in estimated total call minutes by different vendors?</p>	<p>Please refer to Section 7.0 Method of Award for further details. Awards will be made to the low total from the lowest responsible bidder defined in State regulations Adm. 6.01.</p>

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7.	General	N/A	Will bidders be paid for all minutes of both successful and unsuccessful calls?	Yes, as it pertains to call attempts defined in the RFB.
8.	General	N/A	Are minutes calculated by talk time only, or do they include pre-call (ring) time?	Minutes are calculated from the time the call is initiated from the contractor.
9.	General	N/A	Do the figures presented in the RFB (i.e., 251,200) represent members or households? How many households should be contacted?	The figures represented in the RFB, not RFP, are for individual members. This figure should be used for bidding purposes.
10.	Performance Management	8	Is the use of Call Center Anywhere (CCA) an option? If so, does it have the ability/capacity to record 100% of all calls?	Bidders are expected to provide the State with information as to the technology used in providing the call center services.
11.	Performance Management	8	Can CCA provide the detailed information for each call that is listed in 2.4.1? If so, what report would provide that?	Bidders are expected to provide the State with information as to the technology used in providing the call center services.
12.	Performance Management	8	Would a call be considered successful in terms of an outcome if there was a voice message left?	No.
13.	Section 2.1	5	Will the vendor be expected to accept inbound calls? What is the file format for the dial files? Will the vendor be able to ask for a specific format?	No the vendor will not be expected to accept inbound calls. DHS will work with contractor to provide a format for the outreach calls.

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14.	Section 2.1	6	<p>What is the source of the phone numbers that the selected member will be using? How confident is DHS that these numbers are the current phone numbers for the members to be contacted?</p> <p>Are the 92,000 BadgeCare Plus, 1,200 BadgerCare Basic, and 158,000 BadgerCare counts member based? If so, what is the average number of members per case for each of these populations?</p> <p>Have the scripted messages been prepared? How do they differ by the different populations?</p> <p>Please provide sample outreach scripts.</p> <p>The RFB implies that what the agents will say is entirely scripted. How much back-and-forth discussion does DHCAA expect the vendor to handle?</p>	<p>Phone numbers are collected on the applications for the BadgerCare Plus program. DHS has indicated the assumed percentage of calls that will result in an unsuccessful call.</p> <p>DHS expects the results to be recorded at a member level, not a case level.</p> <p>DHS is in the process of creating the scripts.</p> <p>DHS expects that members will have questions; however, members will be directed to their local income maintenance agency to address questions.</p>
15.	Section 2.1.3		Can you provide further detail as to why the call duration for BadgerCare Plus members differs from the other 2 membership groups (Basic and Waitlist)?	The Department is required to provide transitioning BadgerCare Plus members more information on their transition options.

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16.	Section 2.1, 2.2	6-7	Estimated call times vary by two minutes for each group (2-4 minutes and 4-6 minutes). But in Section 2.2, the RFB requires that scripts must be followed without deviation. If the only purpose of the call is to read a script, how can the calls differ in length by up to two minutes? Is the 5 minute call all scripting? If the outbound dialer reaches a voicemail, do we leave a message? Does this count as an attempt, or a contact?	<p>During the message script DHS anticipates that there may be several instances in which the member will need to confirm that information was received and/or that they are able to access additional information (e.g. via the internet).</p> <p>A brief message is anticipated for instances when voicemail is reached, and counts as one attempt.</p>
17.	Section 2.2	7	Should a call center agent answer any questions or engage in any non-scripted discussion with the individual being called?	DHS cannot anticipate every scenario; however, DHS expects that the call center agent will transfer the member to the local income maintenance agency once the script has been completed.
18.	Section 2.2.2	7	Please provide examples of risk scores.	DHS will provide this information to the winning bidder.
19.	Section 2.2.3	7	<p>"Have the ability to transfer the member/individual to a different number before disengaging from the call" - Will the list of transfer numbers the DHS provides be toll free numbers or standard DIDs?</p> <p>Can DHS provide a list of possible transfer destinations? Will the destinations for the transfers be staffed to handle referrals?</p>	<p>Toll free numbers.</p> <p>The transfers destinations will include one of 11 regional consortia offices located throughout the State. DHS expects that the consortia will be able to handle the volume of referrals.</p>

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20.	Section 2.2.4	7	Please confirm that “normal business hours” are M-F 8-4:30 CDT. Under what circumstances calls would be placed on evenings, weekends and holidays?	Consortia current business hours were not available at time of Q&A issuance. Calls may be placed outside of normal business hours based on the members preferred contact time and/or based on an unsuccessful attempt being made during normal business hours when the member has not indicated a time preference.
21.	Section 2.3.1	7	Please specify the quality criteria. Will the contractor have any input into the quality criteria established by the Division Administrator?	DHS will work with the contractor to define the quality criteria. Minimally DHS expects the winning bidder to complete the required calls within the timeframes specific in the RFB.
22.	Section 2.3.4	8	Is 100% call recording required?	No, only successful calls must be recorded.
23.	Section 2.4		With respect to the reporting elements and the transferred calls report, does the Department have an estimate of the number of members/individuals that will want to be auto-transferred?	No.

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24.	Section 2.4.1	8	<p>Nine (9) call log data items are listed. Is there any other data collection required from the members/individuals contacted beyond this set of call log reporting?</p> <p>Is the call center agent expected to ask the member for their member ID/individual ID?</p> <p>Most ACD systems aggregate call data at the interval, daily, weekly, and monthly levels for reporting purposes. Would DHCAA accept reporting based on the aggregated call minutes for the skill sets and agents dedicated to this project, if the other data elements are available on an individual member basis through the outbound dialer technology?</p> <p>Please clarify if each Member/Individual ID must be reconciled with a particular Call Operator ID for every call and if so what is the purpose of this reconciliation?</p> <p>Will it be acceptable to report the talk time rather than duration of each individual call?</p> <p>What data elements will be provided to the vendor on the dial file, in addition to the number to be dialed? Will the dial file include a unique identifier (Member ID, name, etc.)?</p>	<p>The Department does not anticipate collecting information regarding the member other than that the member comprehended the message script being delivered.</p> <p>The call center agent will need to confirm the member ID.</p> <p>The Department is willing to consider aggregated call minutes, but will require access to the detailed call logs for quality measurement.</p> <p>The purpose of reconciling is for quality control.</p> <p>The Department is willing to consider using talk time rather than duration so long as the call logs reconcile to the contractor's invoices.</p> <p>The file will include additional member demographics and protected health information that will be utilized to prioritize the call order.</p>

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25. p	Section 2.4.1	8	HIPAA places restrictions on the content of the messages left on answering machines related to health insurance. Will the message left on the answering machine instruct the member to call a number for more information? If so, who will take those inbound calls?	If the contractor is unable to reach the member on each of the three attempts, the Department anticipates leaving the member a message to contact their local income maintenance agency.
26.	Section 2.7	10-11	Will the selected bidder be able to negotiate terms and conditions prior to contract effective date?	Contract terms may be negotiated but the cost per minute is fixed and not negotiable for the duration of the contract.
27.	Section 2.8	11	Please provide A-4. Please confirm whether the workforce of 50 is specific to this project or to the company as a whole.	See RFB Amendment I issued on August 20, 2013.
28.	Section 2.8	11	Same question as above related to contractors with annual workforce of less than 25 employees.	See RFB Amendment I issued on August 20, 2013.

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29.	Section 2.8 C:	14	<p>Please clarify how these requirements are applicable to the prescribed scope of work for this contract.</p> <p>RE: translation services, Braille:</p> <p>a. Should bidders incorporate some cost for these services?</p> <p>b. Please provide a list of specific languages that would require translation services?</p> <p>c. Can you provide an estimate of the percent of the total member/individual list (252K) that will require translation services?</p> <p>d. Are bidders required to provide TTY call services for the hearing impaired?</p>	<p>At time of issuance of this Q&A, the information requested in Question 14 a-c was unavailable.</p> <p>d. Yes.</p>
30.	Section 3.0	15	<p>“Assume that 10% of members/individuals will result in an unsuccessful call on all 3 attempts” -</p> <p>Is there a set guideline for how long we should wait between making second and third outbound call attempts?</p>	<p>The Department anticipates making all first attempts for all members prior to initiating a second attempt. Contractor can estimate the time in between calls based on this requirement.</p>

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31.	Section 3.0	15	<p>If there are 92,000 transitioning members for whom the calls will be 4-6 minutes and there are 158,000 waitlist members for whom the calls will be 2-4 minutes, how can the average time for a successful call be estimated at 5 minutes?</p> <p>All of a project's infrastructure and fixed costs must be built into the bid using the RFB's assumptions. What recourse, if any, will the successful bidder have to recover these costs if the RFB assumptions prove to be significantly higher than the actual billable minutes?</p> <p>If the vendor uses an automated outbound dialing application that has the capability to leave a message if necessary, will those minutes count as billable for purposes of invoicing?</p>	<p>The 5 minute average is for transitioning members. Bidders should assume 3 minutes for waitlist members.</p> <p>DHS will work with the contractor to make necessary adjustments based on the actual experience during the initial call attempts should the assumptions prove to be significantly different than expected.</p> <p>Yes.</p>
32.	Section 3.0.1		<p>How does the Department prefer to be billed?</p> <p>(E.g. annual payment of a fixed price - total estimated price of the contract, monthly billing of total monthly call minutes incurred X stated price per minute, etc.).</p>	<p>This is expected to be determined as part of contract negotiations.</p>
33.	Section 7	19	<p>Please indicate what is meant by "discounts".</p>	<p>"Discounts" as contained in the RFB is standard solicitation language that may or may not be applicable to a competitive solicitation. If so, its' applicability would be specified.</p>

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34.	Section 9		Is there an incentive given for including a MBE and DVB firm as a subcontractor in our bid?	With respect to MBE, Minority Bidder preference [Wis. Stats. s. 16.75(3m)], under Wisconsin Statutes, a 5% preference may be granted to State of Wisconsin CERTIFIED Minority Business Enterprises. With respect to Disabled Veteran Owned Business (DVB), a certified disabled veteran-owned business is eligible for a 5 percent bid preference. This means that the certified bidder must be within 5 percent of the lowest qualified responsible bidder.
35.			Does the Department have restrictions on the hours and days we are allowed to make calls?	The restrictions will be dependent on member preference, and the Department anticipates defining a call window (e.g. 9:00 AM to 8:00 PM).
36.			Does the Department have specific expectations regarding contact rate or completions/hour (Service Level Agreement) or is the vendor just to meet the outlined deadlines for first, second and third attempt?	The Department does not have any specific expectations outside those listed in the RFB.
37.			Section 28 of Wisconsin Sample Commercial Standard Contract specific to the Performance Payment Bond Form - Can you provide a sample copy of Attachment B? Also, in what amount should the bond be designated?	This will be part of contract completion.

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38.			What percentage of limited-English speakers are in the client list (if known)?	This percentage is not available.
39.			Will there be a requirement for, or interest in, multi-lingual speakers and scripts?	This was previously asked/answered.
40.	Att C Page 24	a-d	If the commitment is to a WBE rather than a MBE, is the same information required?	No.
41.	Att D Page 26		Please confirm that this is not required in the bid response.	This is a sample only and not required in the Bid response.
42.	Agreement	#28	Please indicate the purpose and amount of the performance-payment bond as it relates to this contract. Please provide the referenced form (attachment B of the agreement)	This will be addressed, as necessary, as part of contract discussions and finalization.